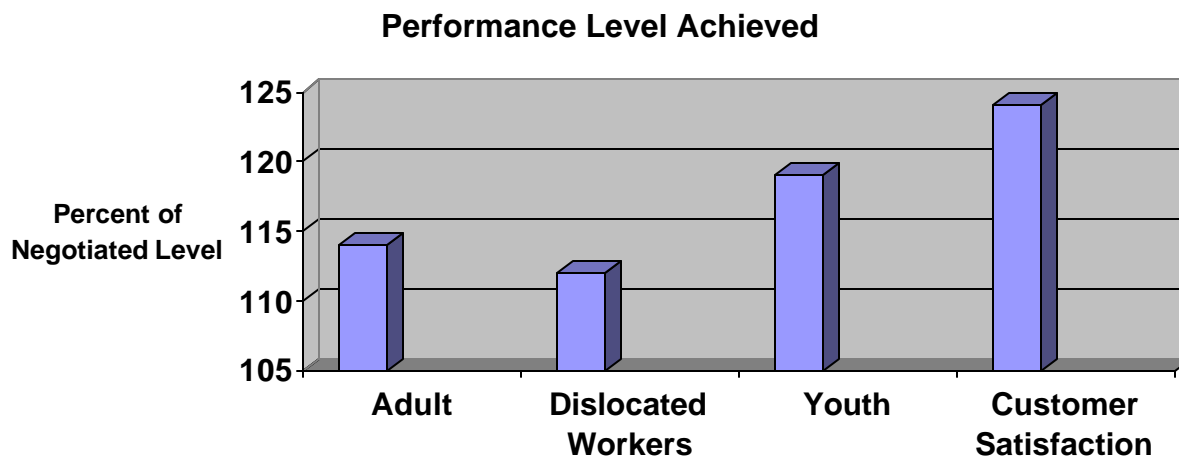


EXECUTIVE SUMMARY

As the table illustrates, performance for Program Year 2003 of Workforce Investment Act (WIA) has resulted in Michigan exceeding the negotiated performance levels in the Adult, Dislocated Worker, and Youth Programs as well as the Customer Satisfaction measures.



Note: Performance levels are calculated by dividing actual statewide PY 2003 performance by the negotiated planned performance level for the state for each WIA program and overall customer satisfaction.

Calhoun Intermediate School District Michigan Works! Agency Best Practices, Innovations and Success Stories

Michigan Works! Coldwater Service Center

Earl M. is no stranger to the Michigan Works! system or the employment roller coaster caused by plant closings. When Union Steel Products of Albion, Michigan closed in 1995, Earl, a dedicated employee for over 29 years, registered with Michigan Works! Human Resources Development Inc (HRDI) for job search, placement and training services.

Michigan Works! HRDI assisted Earl in securing employment with Metal Powder Products in Coldwater. After nearly eight years with the company, Metal Powder Products announced that they were closing their facility. Earl then registered with Michigan Works! CENT Employment Services and immediately began receiving mediated Employment Services and WIA core services, which included job search and participation in workshops offered at the Coldwater Michigan Works! Service Center.

Earl was later referred to HRDI for intensive services. HRDI staff immediately began job search activities and identified Quincy Products Corporation as a prospective employer. Upon reviewing Earl's work history and the knowledge and skills required for a successful transition into long-term employment at Quincy Products, it was determined that an on-the-job training program (OJT) would be necessary. Earl began a WIA-funded OJT program at Quincy Products in November 2003 and remained happily employed with the company after completing his OJT.

Sadly, after only 5 months, Quincy Products lost their primary contract and announced that they, too, would be closing. Again Earl registered with Michigan Works! CENT and HRDI began working to assist him with his job search. Through WIA intensive and training services, HRDI was able to place Earl with Klein Tool in Jonesville, Michigan where he remains working today.

Hopefully, his roller coaster ride has come to an end but Earl knows that Michigan Works! will be there to assist him if he should need reemployment services in the future. Earl is very appreciative of the Michigan Works! staff at the Branch County Service Center and has expressed his gratitude many times.

Michigan Works! Coldwater Service Center

In July 1991, Sandra W. was hired as a production operator at Fort Dearborn Company in Coldwater, Michigan. Sandra advanced to a position as a machine operator and later became an office clerk. In 2000 Sandra was promoted to Floor Supervisor. Sandra's responsibilities included organizing shift work, ordering supplies, conducting interviews, supervision of employees, and data entry. Sandra was very proud of the accomplishments that she had achieved, in 10 years time, at Fort Dearborn.

Imagine her dismay when, in October 2001, an announcement was made that the 30-year-old lithographic printing facility would close its doors due to consolidation and restructuring. This announcement was very

traumatic and distressing to Sandra. At the age of 38, with over 10 years of service to her company, one child in high school and another in college, Sandra would be unemployed by the end of the year. Shortly after the announcement was made, the Michigan Department of Labor and Economic Growth's Rapid Response Team and local Michigan Works! partner agencies met with company representatives to discuss services that would be available to the employees affected by the closure including support services, re-employment and training services and assistance in filing a Trade Adjustment Assistance (TAA)/North American Free Trade Act (NAFTA) petition. Michigan Works! staff then conducted worker orientations, Unemployment Insurance claims were filed on-site and staff from CENT and HRDI was scheduled to be on-site during the weeks that followed to provide assistance with the Michigan Talent Bank registration process, to answer questions and to address any other concerns that the employees might have. Sandra utilized the help available to her and worked with CENT Employment Services to begin planning her job search. It was at this time that Sandra began wondering if the misfortune that she was facing might actually be an *opportunity* in disguise. Maybe it was time for her to consider a career change.

Years ago, Sandra had been employed as a Nurse Aide. She had always wanted to become a Licensed Nurse but had resigned herself to the fact that she would probably never be able to afford to go back to school. But, through a WIA individual training account funded training program, Sandra was finally able to do just that! In January 2002 Sandra began taking pre-requisite courses at Kellogg Community College.

At first, Sandra struggled to find the right balance between her family and the demands of her schoolwork. Through hard work, long hours and extreme dedication, Sandra earned acceptance into Kellogg Community College's Nursing Program in the fall of 2003. In January 2004, once Fort Dearborn's NAFTA certification was awarded, Sandra continued her education through Trade Act funding and never looked back as she turned her dream into a reality.

In May 2004, just days after graduating from KCC, Sandra began working at Tender Care of Marshall. She successfully completed her State Board examination in July and is now proudly and officially a Licensed Practical Nurse.

With a crackle in her voice and a tear in her eye, Sandra fondly recalls her graduation day. The biggest smiles in the room were attached to the beaming faces of her very own children. Sandra has expressed her appreciation to the staff at the service center for helping her dream come true.

Hastings Michigan Works! Service Center

In July 2002 Tim A. received WIA core and intensive services and was eventually deemed eligible for training services in order to become economically self-sufficient. Of the occupations in demand, Tim had a strong interest in the medical field. He chose to pursue an Associates Degree in Medical Laboratory Technology at Kellogg Community College. As a Hastings resident, Tim also applied for and won a partial tuition scholarship offered by the local Pennock Hospital.

By combining his WIA funding and Pennock grants, Tim was able to have the cost of his tuition, fees, and books completely covered. WIA funds also assisted him with transportation to his classes. After completing some of his coursework, Tim had the entry level skills, which prepared him to work part-time in the Pennock Hospital Lab. From the fall of 2002 until his graduation in May 2004, Tim was an on-call, part-time employee in the Pennock Laboratory. Upon graduation, Tim had the option of working full-time for Pennock if there was a position available within one year, or accepting employment elsewhere with no requirement to repay his tuition to Pennock. Tim, an honor student, is also planning to pursue his Bachelor's Degree in Medical Laboratory Technology through Sienna Heights University.

The recent announcement of Michigan Department of Labor & Economic Growth to create Regional Skills Alliances will ensure that the workforce can be trained in the areas in which employers have the highest need. Calhoun Intermediate School District plans to use their grant to focus on career ladders for entry level workers in the healthcare field, as well as expanding the number of local residents participating in skills training in this high demand occupational area. This will enable the Michigan Works! system to provide qualified workers for a number of regional healthcare partners. Tim's training experience with Michigan Works! and Pennock Hospital was beneficial to both him and his employer, while providing the best use of local workforce development dollars. Partnerships of this nature can more quickly address the shortage of workers in specific areas, while providing assurances to students that their study and hard work will be rewarded with employment opportunities.

WIA Youth Program

Retired Branch County Transition Coordinator and winner of the Michigan's Transition Coordinator of the Year in 2003, Dave Malott, once jokingly described collaboration as "*the unnatural act of two or more non-consenting adults*". The Michigan Works! partners in the Calhoun ISD Michigan Works! Agency strive to show how beneficial collaboration between agencies can prove to be a successful tool in serving the young people who make up our collective communities.

Kristen E. was first introduced to the WIA Youth program through her involvement, as a student, in the Transition Council. While attending, and participating, in meetings, Kristen met and asked questions of the agency representatives from the local WIA Youth program; Branch ISD and the Foundation for Behavioral Resources.

Upon her 2003 graduation from the local Charter School, Kristen applied for enrollment in the out-of-school WIA Youth component and was determined both eligible and suitable for the program. Beginning in July, Kristen participated in the WIA paid-work experience activity at the Tekonsha Animal Hospital. She successfully completed this activity at the end of August. Kristen expressed her desire to own a pet grooming business while at Tekonsha Animal Hospital. Upon the successful completion of her work experience, Dr. Lons presented staff with a letter of interest in hiring Kristen should she be able to successfully complete formal training.

Bev Hess, Kristen's WIA Case Manager, contacted John Bosker from Michigan Rehabilitation Services who quickly agreed to cover the tuition, books, and required tools with rehabilitation funding for her to attend a technical school in Lansing, Michigan. Kristen is no average student, as she has a 3rd grade reading level, so it took her six weeks longer than the average student to complete her training. Through determination and dedication to her dream, Kristen received her certificate for successfully attaining the necessary skills and completing the training program.

Upon graduation, Kristen began working for a local groomer but her desire to work for herself continued to drive her. After several months of working under a skilled groomer, Kristen took the next step and went out on her own. To help assist Kristen in becoming the best businesswoman she could become, WIA staff sent Kristen to attend a *Worker Skills Upgrade* class held at KCC. During her time at KCC, Kristen learned some valuable computer skills necessary to the bookwork and record keeping critical in the survival of any business. Kristen completed the class with a clear outlook and a continued devotion to her own business.

The WIA Youth program staff likes to think that a small part of Kristen's success, after-all the hard work she did, is due to the unrelenting pursuit of staff to work with all community agencies and find the services each customer needs to work towards obtaining their respective goals.

WIA Youth Program

The Calhoun Area Technology Center (CATC) is the contractor for the Calhoun County "WIA Connecting Youth to Their Futures" program. Minority Program Services is a local nonprofit organization that provides leadership in the development of policies, programs and services to prevent the onset of illegal drug use and to prevent underage alcohol and tobacco use, along with reducing the negative consequences of using substances. Minority Program Services has proven to be a great worksite for WIA participants residing in the Albion area.

A recent success story involves a WIA Youth program participant named Twynetta M. Twynetta was given the opportunity to work in the office of Minority Program Services to develop and disseminate prevention knowledge, identify and promote effective substance abuse prevention programs, build and promote norms supportive of prevention of substance abuse in the family, workplace, and community. She was also able to work on her administrative skills to help keep her at the top of her game in this fast moving society. According to her supervisors at Minority Program Services, not many will surpass Twynetta's take-charge abilities and her strong work ethic. She was always punctual, willing to work on any project when called upon to do so, and demonstrated very effective communication skills.

Through the assistance of the WIA Youth Program staff and Minority Program Services staff, Twynetta was able to secure a position with the Calhoun County 4-H Cooperative Extension AmeriCorps VISTA Program. Her participation in WIA strengthened her as a person and will move Twynetta forward into a very positive future with the Michigan State University Cooperative Extension Service.

Capital Area Michigan Works! Best Practices, Innovations and Success Stories

Ingham County

Misty Wright was dually enrolled in the WIA Adult and Work First programs in April of 2004. Misty came to these programs as a single mother of three with little marketable job skills. Through many one-on-one counseling sessions and the use of career assessment tools both WIA and Work First case managers worked with her to develop the attainable career goal of becoming a certified nurse's aide (CNA), and in the future, a registered nurse (RN).

In May of 2004, Misty completed CNA training through American Medical Careers of Lansing, passed her state exam and found a job. She is working, attending community college and pursuing her goal of becoming an RN. Misty credits these life-changing events to her own hard work along with the support of both Work First and WIA staff.

Gregory Warren had been out of work for many months living and supporting a family on Social Security Disability (SSD) funds. Gregory has a medical condition that renders him unable to perform many of the job duties required in his previous occupation. He learned about the WIA Adult program during a visit to the Capital Area Michigan Works! service center in Lansing, Michigan. During his visit, Gregory scheduled an appointment with a WIA case manager, and was enrolled in the program.

After a few weeks of WIA guided career counseling and assessment Gregory, following the advice of his doctor and case manager, concluded that truck driving would be an occupation he could both perform physically and learn to enjoy. WIA staff helped him research and find a local, accredited truck driver training institution that would prepare him to earn a commercial state driver's license (CDL). The WIA guided career facilitation started in September 2003. By November 2003, Gregory had finished his training, passed his state licensing exams, and found employment as a bus driver at Dean Transportation in Lansing. In a recent letter Gregory indicated that both himself, and his family are doing wonderfully.

Eaton County

Annette Bartlett enrolled in the Eaton County Capital Area Michigan Works! WIA program as a Displaced Homemaker in December of 2002. She was in the midst of a divorce and had not been employed recently because she was at home taking care of two children. Her work experience and skills were limited and consisted mainly of housekeeping and childcare experience working minimal hours and earning a minimal wage. Annette was very apprehensive regarding her ability to find meaningful employment, but was determined to do whatever was necessary to provide for her family.

Annette was facing many barriers and had no income. She was seeking office/clerical employment, but had been unsuccessful because she lacked computer skills. In January 2003, she began a six-month training program at Career Quest in Windows and Microsoft Office. She excelled in her training and achieved an

overall rating of 97 percent. Full-time work was still hard to find, however, as many employers required previous related job experience. She worked with temporary employment agencies for six months to develop the experience she needed. In January of 2004, she was able to obtain a part-time job with Spartan Chassis in Charlotte working in the Customer Service Department using all of her newly developed skills. Annette proved herself to be a dedicated and valuable worker and in the summer of this year was offered a full time position with good hours and benefits. She has increased her level of self-esteem and is confident in her ability to provide for her children.

Clinton County

At Capital Area Michigan Works! service center in St. Johns, Michigan, a number of innovations and best practices have arisen within the WIA program. Prior to enrollment in the program, each potential WIA Adult/DW candidate is required to attend six core employability workshops (Creating Professional Resumes, Completing Job Applications, Creating Cover Letters, Preparing Thank You Letters, Job Search Techniques, & Interview Skills) before he/she is considered to be a committed applicant for the program. With the pre-enrollment requirement, St. Johns staff have found that not only are applicants better prepared for employment search at the time of enrollment, they have demonstrated the self-discipline and commitment to the program's requirement

Once the participant is exited to employment, he/she receives a \$50 incentive stipend once he/she retains continuous employment through the end of the first quarter after exit and provides the case manager with appropriate documents required to satisfy first quarter follow-up. Staff has found the stipend creates a more positive environment for conduct of follow-up services by case manager, and allows the participant to receive a small bonus for finding and retaining employment.

Detroit Workforce Development Department Best Practices, Innovations and Success Stories

Business Services

Detroit Workforce Development Department (“DWDD”) offers businesses a broad array of customized services. Workforce development is economic development. Business need well trained workers to grow. DWDD provides core employment finding and placement services for any resident of Detroit who is seeking employment, in addition to labor exchange services for all employers and job seekers. The Department offers these services through all five of its one-stop career service centers and one satellite service center located conveniently in Detroit.

A broad array of economic development services are offered by DWDD including:

- ?? Customized training;
- ?? Incumbent worker training;
- ?? Initial human resource recruiting and screening of job applicants;
- ?? Assistance with obtaining tax incentive credits;
- ?? Post-employment training and extended follow-up services on retained employees;
- ?? Facilities for job fairs and job interviews;
- ?? Labor market analysis
- ?? Rapid response to mass layoffs and plant closings.

The Department also provides a wide range of “human capital” development services including remedial education, vocational education, and job training to economically disadvantaged youth, adults, and dislocated workers. The intensive services and training are available at the One-Stop Career Service Centers and through a wide range of contractors and vendor training provider locations in Detroit and surrounding communities.

A specialized set of workforce development services is provided to participants in the Work First program in conjunction with the Family Independence Agency (“FIA”) of Wayne County including:

- ?? Case management,
- ?? Job search;
- ?? Job club;
- ?? Job readiness;
- ?? Job placement;
- ?? Internships, clinicals and practicums.

These services, for recipients of welfare benefits, are part of a broader initiative to improve the self-sufficiency rate for welfare recipients by coordinating efforts in partnership with FIA.

Business Services

This Department is currently coordinating recruiting efforts for a communication company hiring cable installer. They are seeking 100 qualified individuals with experience. Our One-Stop Career Service Centers are pre screening eligible candidates and providing their facilities for interviews.

We have provided recruiting for a major company seeking to hire a Certified Public Accountant. Our employment services contractors provided four qualified candidates and the interviews were held on site.

Success Story

L.B.

This young lady was out of work for several years and looking for employment. She had attended college for one year, and all attempts to secure employment were unsuccessful. She contacted our One-Stop center and employment services, interviews, and job leads were provided. She expressed an interest in the medical field, and was tested for a pharmacy-tech training program. She scored eighty percent on the exam and is scheduled to enroll in the next class with part time employment with a major drug store chain.

D.W.

This man was laid off from his previous employer. He was determined to find gainful employment. An employment specialist at the One-Stop center referred him to employment services for reemployment services assistance. Within one month their diligent efforts paid off when D.W. found employment as an electrical assistance earning over \$16.00 per hour.

***Eastern Upper Peninsula Michigan Works! Agency
Best Practices, Innovations and Success Stories***

Incumbent Worker

Soon after this agency received our first WIA Incumbent Worker grant, we had a phone call from a man in Wisconsin who was a partner in a small business located near Engadine, Michigan. He was involved with Northern Wings Repair, a facility that handles airplane parts and other specialty machining and repair jobs. He went on to explain that new Federal Aviation Agency regulations were enacted after September 11, 2001, requiring their mechanics to become FAA certified if they wanted to continue to work on aviation parts. Without the required training, they would be forced to close the facility.

This looked like the perfect opportunity to apply incumbent worker funds, so things were placed in motion to upgrade the skills of the mechanics and fulfill the certification demands. Although it was a fraction of their total training costs, the \$5,400 in WIA Incumbent Worker funding was a welcome contribution to their efforts. Northern Wings is now a fully operational Federal Aviation Repair Station. The three-man shop can fix almost anything that goes on an airplane, be it jumbo jet or Piper Cub: wings, brakes, wheel struts – anything but the engine. When the company announced their certification ceremony in August, they made a special point of inviting the staff from Michigan Works! who helped them “get their wings”! The company hopes to expand their operation in the near future.

Job Force Board

Best Practices, Innovations, and Success Stories

Entrepreneurial Network

MichiganWorks! The Job Force Board is committed to the economic prosperity of the region that it services. The Board has been a strategic partner with economic development for a number of years. However, the Board has expanded its strategic role in economic development, as well as entered the arena of providing economic development services. The Board has implemented the following entrepreneurial activities:

Core-Four Business Training: The Board has trained key staff in the Core-Four business-counseling model. This is a comprehensive entrepreneurial development curriculum that prepares entrepreneurs for starting a business. Staff have been trained in this proprietary curriculum, and provided their first training this year. Initial training in the Core-Four was provided to teachers across the Upper Peninsula, as part of the Northern Michigan University Summer Institute of continuing education for regional educators. These teachers will now be able to integrate entrepreneurial education into their curriculums, based on the Core-Four model. This training is provided at the Michigan Works! Service Centers.

Biz Resource Centers: The Board has partnered with the Michigan Small Business Technology & Development Center, and First Step, Inc (the regional SBTSDC office) to provide two full service Business Resource Centers (BRC's) within two Michigan Works! Service Centers operated by the Board. These BRC's provide a library of resources, including 30 business specific start-up guides, covering a variety of service, retail, and light manufacturing businesses. In addition, each BRC offers technology for research, business plan and marketing plan development.

Small Business Counseling: The Board has partnered with First Step, Inc. a regional small business-counseling agency. This agency now provides counseling in one Michigan Works! Service Center, and will begin providing one-on-one small business counseling in a second Michigan Works! Service Center. This arrangement allows for the easy referral of Workforce Investment Act participants to small business counseling services, and allows for a fully integrated service into existing one-stop centers.

Strategic Systems: The Board has continued its relationship with the Upper Peninsula Economic Development Alliance (UPEDA.com), a 15-county economic development partnership. The Board has also expanded its strategic role in economic development planning through its partnership with the Upper Peninsula Economic Development System (UPEDS) Steering Committee. The UPEDS is seeking to establish an aligned system for entrepreneurial development, training, and support across the Upper Peninsula. Benefits of this system once put into place will be: a consistent marketing and outreach message, reduction and elimination of duplication of services, clear understanding of the entrepreneurial target market. Part of this strategic system is the alignment of WIA Youth Services Design to promote entrepreneurial spirit in the youth of the region.

The Job Force Board is committed to the growth of the Upper Peninsula, and believes that chances for growth are improved through the coordination of integrated and coordinated entrepreneurial development services and planning.

***Kalamazoo-St. Joseph Michigan Works! Agency
Best Practices, Innovations, and Success Stories***

WIA Adult Success Story

Eileen Pawlicki, a 28 year-old single, unemployed mother, was enrolled in the WIA Adult Program in February 2004. She had work experience as a preschool teacher and as a housekeeper. She was laid off and had difficulty finding full-time employment with health benefits to cover her and her child. Eileen was looking for assistance in training that would lead to a job that would be both fulfilling and would pay her bills. The WIA Adult program paid for Eileen's Competency Evaluated Nurse Assistant (CENA) training and her Michigan certification. Michigan Works staff provided assistance to improve Eileen's resume and interviewing skills. The WIA Adult program also paid for nursing uniforms prior to Eileen being hired at Borgess Visiting Nurse and Hospice. She transferred to Borgess Nursing Home where she is very happy with her personal success and her job and enjoys helping others. Eileen recently moved from working second shift to first shift and can now spend more time with her eight year-old child. She is making over \$11 an hour with benefits.

Eileen was a good student in her CENA class. She is very well liked by staff and clients at the Borgess Nursing Home and her direct supervisor is very happy with her performance. She is sincere, caring, and very reliable to the employer. Eileen stated that she thoroughly enjoys her job and is very thankful to the WIA Adult program for giving her the opportunity she needed to get ahead in life.

WIA Adult Success Story

Richard Roberts first expressed interest in the WIA Adult Job Search Assistance program in August 2003. At that time he was enrolled in Adult Education classes in Three Rivers where he was working with Lois Millet to earn ten credits needed for his high school diploma. Richard was looking for full-time factory work but had multiple barriers to employment. The barriers included the lack of transportation, a driver's license and a high school diploma. Richard assured Michigan Works staff that he could get to a job if only he was given a chance. Early on in the referral process Richard completed all the tasks asked of him. He was enrolled in the WIA Adult Job Search on August 22, 2003 and he maintained good attendance at the weekly WIA Job Search workshops.

Richard displayed that he is very goal oriented and was aware that the lack of a high school diploma was preventing him from obtaining a job. In realizing the importance of finishing school, he made that a priority. Richard received assistance in renewing his driver's permit with the hope he would be able to pass his driving test within six months and become a licensed driver. Richard did fail his first attempt to pass the driving test; however, he has set another goal and is determined to try again. Due to Richard's transportation barrier a number of jobs were unavailable. With the assistance of Perry Personnel Plus, Richard was hired full-time on May 6, 2004 at Gray Brothers in White Pigeon and is earning \$8.00 an hour. His father is also employed at the same business so transportation is no longer an issue. On May 14, 2004 Richard received his high school

diploma! Richard continues his employment through Perry Personnel and all of the agencies that had a hand in Richard's success are very proud of him!

WIA Youth Success Story

Sharece Buchanan is a participant in the WIA Youth Services program at Employment and Training Connections (ETC). She came to ETC as a high school student and lacked marketable skills and work experience. Because of her desire to work in a business setting to improve her computer skills and her need for work experience, Sharece was placed in the work experience program as a clerical aide/receptionist at ETC. She quickly mastered the skills of answering a multi-line phone system, routing calls, and greeting customers while still completing her data entry and typing assignments. Sharece has proven to be an excellent worker who always displays a professional and mature attitude. Sharece, graduated in June 2004 from Kalamazoo Public Schools and is now attending Kalamazoo Valley Community College. She was recently hired as a Sales Associate at Sears in Kalamazoo where she is working to further enhance her customer service skills.

WIA Youth – Best Practices

WIA Youth Advisory Council

During the past year the staff for the WIA Youth program in Kalamazoo and St. Joseph Counties devised a Youth Advisory Council with its membership made up of youth enrolled in the WIA Youth program. The members of the Youth Council completed community service projects that included cleaning parks, assisting with the sorting of clothing at the Deacon's Conference, and creating a Teen Help Card to be distributed to area youth. During the summer months, the youth are involved in a variety of work sites and are completing pre-employment skills through the career development curriculum.

CENA Training

WIA Youth who qualify for training in the Certified Evaluated Nurse Aid (CENA) Program offered by Comstock Public School Community Education are involved in a four week course that combines general classroom, lab training and clinical training. Over 20 youth successfully completed the CENA program in the first year and are presently working as CENAs in Kalamazoo area hospitals and nursing homes.

WIA Dislocated Worker

Company Expansions and Filling New Jobs

The Kalamazoo/St. Joseph Michigan Works partners worked collaboratively in an effort to assist two employers in St. Joseph County. Michigan Works! Human Resources Development Inc (HRDI) , operator of the Dislocated Worker Program, established a relationship with the Vice President of the Human Resource Department at MS Truck, formerly Grumman Olsen. Following the takeover, MS Truck was prepared to add 120 people to their workforce. HRDI had staff available on-site at MS Truck for three weeks to provide assistance. Other partners participating in this collaboration were: the Michigan Economic Development Corporation, Employment & Training Connections, the subcontracting agency for ES and WIA Adult, and a Veterans' Representative. Company officials were pleased with the assistance they received and have indicated

that they will definitely use Michigan Works services in the future when they are hiring additional staff. Company officials also inquired about workforce development services that might be available in other states where they have factories; and the HRDI staff was able to connect them with the state workforce development programs in Pennsylvania and Wisconsin. This collaboration is being repeated at Crocker Limited in St. Joseph County.

Educating Local Employers About Michigan Works Programs and Services

Subcontractors operating Employment Services and the Dislocated Worker Program are partnering with the City of Kalamazoo Development Office to introduce local employers to the services available at the Michigan Works Service Centers. Employers who had not previously been exposed to the Service Center are invited to lunch meetings where Service Center partners have the opportunity to present information about various programs. A number of new employer registrations have been entered on the Michigan Talent Bank as a result of these introductory meetings.

Senator Carl Levin Meets with Local Community Members for a Roundtable Discussion on Manufacturing and the Loss of Jobs.

The loss of manufacturing jobs in Michigan is of great concern. Kalamazoo-St. Joseph Michigan Works and the Upjohn Institute hosted a roundtable discussion with Senator Carl Levin on Saturday, April 24, 2004 to discuss manufacturing and the loss of jobs. Approximately 35 individuals, representing community leaders, the Kalamazoo-St. Joseph Workforce Development Board, labor organizations, economic development, community-based organizations, businesses, and local legislative representative attended. The attendees also included business and labor representatives from two companies who announced they were closing a few days prior to Senator Levin's visit. When local companies are at risk of leaving the area, Senator Levin recommended asking businesses what it will take to get them to stay, whether it be tax breaks, labor concessions, etc. He encouraged business, community and academic representative to meet with company leaders to look at what can be done to help the firm. Levin stated that the issue of job loss is not tied solely to the decisions made by business executives. Three areas of concern to manufacturers are wages, regulations and taxes. "The more you talk about globalization, the truer it is that we're competing with governments of other countries." Our government's assistance is needed to address regulations and taxes so that current businesses can be retained and new business encouraged.

Basic Computer Skills Workshop for Senior Citizens

A number of senior citizens attended a basic computer skills workshop at the Kalamazoo Michigan Works! Service Center. During the summer months of June, July and August, the computer lab was home to these eager learners who wanted to gain more practical computer knowledge. The twelve customers met for two hours every Tuesday and Thursday morning. The goal was to provide training on MS Office software that would better prepare them for the work place. One of the community partners, New Genesis, Inc., provided the trainer for the workshop. Many of the class participants commented how very helpful it was to attend the class and that they no longer feared using a computer.

Incumbent Worker

Waber Tool and Engineering, a small tooling company that employs 20 workers, has benefited greatly from the training they have received from Michigan Works! through the Incumbent Worker Training grant. When asked about their experience, Heidi Waber, the company's president, had this to say: "We were not able to find a design engineer in our area so we promoted one of our machinists. Through the training that he received through this grant he has improved tremendously. He has advanced from just detailing prints to designing our assembly fixture machinery." "In my thirty years of working here, we have never had any help (with training). The last two years have been extremely difficult due to economic conditions and overseas outsourcing. If it were not for the help we received through this grant, we would have had to make due with fewer engineers than needed, which would have lost us work." By advancing this person, a machinist position was opened and filled by one of the many unemployed workers in the area.

South Central Michigan Works!
Best Practices, Innovations and Success Stories

**Linking Workforce, Economic, and Education Development Partners
Together to Serve Business**

Over the past five years, Human Resources Development Inc has developed and implemented the Business Enhancement through Services and Training (BEST) process which collaborates with workforce, education, and economic development partners and focuses on serving business through a “demand driven” workforce development system. The concept of B.E.S.T is to leverage all available partner assets to keep business competitive in a global market in order to save as well as create jobs. With increasing global competition for jobs, it is imperative that employers, education, economic and workforce development partners collaborate and work together for the collective good of the community. Using the B.E.S.T process linked to a “demand driven” workforce development system increases the number of employers and job seekers who are served resulting in a lower cost per participant and higher performance standard numbers. Another positive point is that strategic planning for the system is possible with this process.

The BEST MODEL

BEST is designed to address three areas of need in a business by following a defined process:

1. Fact Finding
2. Design of Training
3. Process Implementation

1. Fact Finding: The process starts with a needs assessment by way of the key decision maker(s) to define the programs and services required to meet expectations.

2. Design of Training: A training plan is designed and presented to the key decision maker(s) for approval. Monetary investment is figured for the project. Grant funding is explored to offset costs. Outcomes and measurements are defined. Timelines are set.

3. Implementation of Training: Training starts and is delivered according to the timelines. Outcomes are measured to assure quality.

THREE SERVICE LEVELS OF BEST

Level One: BEST can customize recruitment and training services for economic development projects, to meet business growth needs. This process leverages value added and workforce dollars to the enhance value of

the project for the employer. It has proven to be a key element in attracting and retaining employers in the local area.

Level Two: BEST can work with employers to explore options that may prevent the closing of facilities and/or to reinvest/increase capacity in downsized facilities.

Level Three: The BEST process has a BEST Practices component that drills down into the business to address issues causing loss of profitability and business. Efforts are coordinated with education, state, local and county economic development to pull together all the tools needed to address these issues and affect change.

The BEST practices process uses a team approach to work with employers, and specifically designs services, processes and training based on the fact finding element to address challenges in the following and other areas:

- ?? Employee turnover and retention rates
- ?? Absenteeism
- ?? Productivity
- ?? Training needs
- ?? Recruitment of new employees
- ?? Organizational climate and labor relations
- ?? Skill upgrade training
- ?? Employee empowerment
- ?? Quality problems
- ?? Loss of business

B.E.S.T is a process that meets the goals of the US Department of Labor in linking education, economic development, and workforce development. It has been presented at international, national, and state conferences and is currently being implemented in South Central Michigan.

For further information:

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Business Services Representative(s)
Hillsdale Service Center
Jack Townsley - 517-437-3381
Jackson Service Center
Steve Morrison – 517-841-5627
Lenawee Service Center
Fran Sibley – 517-266-5627

PERFORMANCE MEASURES

Cost Effective Programs

The Adult program maintained an expenditure rate of 89 percent. Expenditures totaled \$27.7 million of the \$31.1 million available during program year 2003. Expenditures were divided between core services (31%), intensive services (25%), and training services (44%). Adult participants who received training services were more likely to obtain employment (2% increase), retain employment (7% increase) with greater earnings (24% increase). The average cost per participant served was \$2,088. Return on investment was measured using the adult earnings change in six months performance indicator and the average cost per participant exited from the Adult program. The increased earnings of adults will exceed total Adult program expenditures within one year.

The Dislocated Worker program maintained an expenditure rate of 86 percent. Expenditures totaled \$27.8 million of the \$32.2 million available during program year 2003. Expenditures were divided between core services (34%), intensive services (27%), and training services (39%). Dislocated worker participants who received training services were more likely to be employed (2% increase), and more likely to retain employment (2% increase). Training services did not result in increased earnings. The average cost per participant served was \$2,975. Since Dislocated Worker program participants are unemployed or facing layoff, total post program earnings was used to measure return on investment. The earnings of dislocated workers exceeded total Dislocated Worker program expenditures within one year.

The Youth program maintained an expenditure rate of 95 percent. Expenditures totaled \$30.4 million of the \$31.9 million available during program year 2003. The average cost per participant served was \$2,233. Front-end costs are limited to 10 percent from administration. The bulk of the funding supports direct service costs for the ten youth program elements. Summer youth employment costs represent 30 percent all youth program expenditures. Return on investment is difficult to measure for the Youth program because younger youth (aged 14 to 18) are primarily exited to secondary school rather than employment. Using the older youth earnings change in six months and the average cost per participant exited for all youth, older youth increased earnings will exceed total youth program expenditures within one year.

Evaluation Of Programs

Michigan is developing a process that will measure workforce development program success. This process will include the following components:

1. Review types of information available and what information needs to be developed on which to base a process for performance goal setting and management of programs operated under the authority of the WIA and related programs;
2. Confer with other states on suggested approaches for how to set state system performance goals and measure performance against these goals;

3. Engage researches to frame and analyze issues, data and mechanisms for state system performance management;
4. Develop proposals for comment and review; and
5. Implement pilots for testing one or more features of a recommended performance measure management system, including such performance adjustment models that meet state needs.

The following deliverables will be generated:

1. Report containing a summary and analysis of current efforts in performance measures;
2. Report containing a broad framework for workforce investment;
3. Report composing the design and data requirements for developing flexible, regression-based performance standards;
4. Sets of performance standards and detailed documentation on their derivation and estimation;
5. Report detailing the results of conferring with Michigan policymakers and other state stakeholders on proposed standards;
6. Report on quantitative-based performance standards for Michigan workforce development programs;
7. Report detailing proposed standards for a broader workforce development system; and
8. Report and presentation to disseminate results to other states.

These deliverables will be produced during program year 2004.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70.0	89.9	14,202	15,970	15,225	93.3%
Employers	70.0	83.4	2,903	4,055	4,055	71.6%

American Customer Satisfaction Index used for actual performance.
Report Period: January 1, 2003 through December 31, 2003.

Table B – Adult Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	75.0%	86.7%	4,797
			5,536
Employment Retention Rate	78.0%	85.6%	5,203
			6,081
Earnings Change in Six Months	\$2,800	\$2,935	\$14,599,734
			4,975
Employment and Credential Rate	63.0%	80.6%	1,976
			2,453

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	84.8%	441	87.5%	344	78.9%	258	79.7%	302
		520		393		327		379
Employment Retention Rate	84.0%	505	87.6%	404	89.1%	344	82.7%	249
		601		461		386		301
Earnings Change in Six Months	\$3,047	\$1,468,676	\$3,614	\$1,268,511	\$2,520	\$723,418	\$1,381	\$328,756
		482		351		275		238
Employment and Credential Rate	80.1%	245	81.7%	138	69.9%	102	76.7%	102
		306		169		146		133

Public assistance recipients receiving intensive or training services.

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	88.3%	1,751	85.8%	3,046
		1,984		3,552
Employment Retention Rate	89.2%	1,891	83.6%	3,312
		2,120		3,961
Earnings Change in Six Months	\$3,374	\$5,691,904	\$2,709	\$8,907,830
		1,687		3,288

Report Period: EER and ECR October 1, 2002 through September 30, 2003.

ERR and Earnings Change April 1, 2002 through March 31, 2003.

Table E – Dislocated Worker Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	79.0%	89.1%	4,260
			4,779
Employment Retention Rate	85.5%	92.2%	4,224
			4,582
Earnings Replacement Rate in Six Months	92.4%	89.6%	\$44,214,880
			\$49,346,138
Employment and Credential Rate	63.0%	82.7%	1,987
			2,403

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.6%	426	86.7%	144	81.3%	357	78.1%	328
		481		166		439		420
Employment Retention Rate	92.7%	484	92.2%	119	89.3%	358	86.5%	295
		522		129		401		341
Earnings Replacement Rate	88.2%	\$5,491,161	85.3%	\$1,101,631	77.1%	\$3,571,517	191.1%	\$1,579,121
		\$6,225,856		\$1,292,163		\$4,630,923		\$826,279
Employment and Credential Rate	81.9%	227	82.4%	75	79.0%	169	76.6%	49
		277		91		214		64

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	90.3%	2,169	88.0%	2,091
		2,403		2,376
Employment Retention Rate	93.2%	2,043	91.3%	2,181
		2,192		2,390
Earnings Replacement Rate in Six Months	86.6%	\$22,273,533	92.9%	\$21,941,347
		\$25,726,393		\$23,619,745

Report Period: EER and ECR October 1, 2002 through September 30, 2003.
ERR and Earnings RR April 1, 2002 through March 31, 2003.

Table H – Older Youth Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	73.1%	80.1%	960
			1,198
Employment Retention Rate	77.0%	80.7%	845
			1,047
Earnings Change in Six Months	\$2,250	\$2,311	\$1,895,185
			820
Credential Rate	51.0%	73.5%	1,000
			1,361

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	83.6%	209	83.3%	5	79.8%	91	76.5%	829
		250		6		114		1,084
Employment Retention Rate	83.3%	204	100.0%	5	86.9%	86	80.4%	761
		245		5		99		947
Earnings Change in Six Months	\$1,969	\$336,635	\$2,841	\$14,205	\$2,269	\$154,282	\$2,252	\$1,684,552
		171		5		68		748
Credential Rate	76.3%	216	71.4%	5	77.9%	109	73.1%	894
		283		7		140		1,223

Report Period: EER and CR October 1, 2002 through September 30, 2003.
ERR and Earnings Change April 1, 2002 through March 31, 2003.

Table J – Younger Youth Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Skill Attainment Rate	80.0%	89.9%	9,803
			10,900
Diploma or Equivalent Attainment Rate	55.0%	74.2%	986
			1,328
Retention Rate	58.0%	73.7%	860
			1,167

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.6%	2,623	91.2%	2,859	87.4%	1,191
		2,926		3,135		1,363
Diploma or Equivalent Attainment Rate	63.8%	173	84.0%	304	47.0%	142
		271		362		302
Retention Rate	72.8%	174	71.9%	210	74.6%	340
		239		292		456

Report Period: April 1, 2003 through March 31, 2004 for the SAR and DAR.
April 1, 2002 through March 31, 2003 for the RR.

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Change / Replacement Rate		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	74.6%	4,481	\$2,424	\$11,737,561	3.9%	189	\$4,020	\$16,636,543	73.8%	1,250
		6,008		4,843		4,797		4,138		1,694
Dislocated Workers	84.6%	3,813	90.8%	\$45,068,200	5.0%	212	\$5,552	\$20,725,164	73.4%	1,535
		4,505		\$49,633,961		4,260		3,733		2,091
Older Youth	69.9%	758	\$1,896	\$1,624,668	2.0%	19	\$2,380	\$1,897,177		
		1,085		857		960		797		

Table M – Participation Levels

	Total Participants Served	Total Exits
Adults	13,274	6,610
Dislocated Workers	9,398	4,615
Older Youth	3,193	1,553
Younger Youth	10,917	3,609

Report Period: Participants July 1, 2003 through June 30, 2004.
Exits April 1, 2003 through March 31, 2004.

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$27,702,523
Local Dislocated Workers		\$27,850,937
Local Youth		\$30,365,142
Rapid Response		\$815,652
Statewide Required Activities		\$2,139,891
Statewide Allowable Activities	Miscellaneous	\$1,098,488
	Focus Hope	\$3,798,199
	Incumbent Worker	\$2,961,746
Total of All Federal Spending Listed Above		\$96,732,578

Table O – Local Performance

Local Area Name: ACSET	Total Participants Served	Adults	1,202
		Dislocated Workers	736
		Older Youth	410
		Younger Youth	436
ETA Assigned # 26160	Total Exiters	Adults	690
		Dislocated Workers	334
		Older Youth	214
		Younger Youth	368
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	90.4
	Employers	70.0	80.4
Entered Employment Rate	Adults	72.0%	92.3%
	Dislocated Workers	81.4%	95.9%
	Older Youth	73.0%	85.8%
Retention Rate	Adults	78.0%	87.8%
	Dislocated Workers	87.4%	94.8%
	Older Youth	79.0%	100.0%
	Younger Youth	57.2%	97.1%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,100	\$2,483
	Dislocated Workers	82.0%	80.8%
	Older Youth	\$3,150	\$2,761
Credential / Diploma Rate	Adults	60.0%	91.2%
	Dislocated Workers	60.0%	95.7%
	Older Youth	50.0%	86.9%
	Younger Youth	55.0%	74.3%
Skill Attainment	Younger Youth	73.0%	93.5%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Berrien / Cass / Van Buren	Total Participants Served	Adults	248
		Dislocated Workers	322
		Older Youth	72
		Younger Youth	272
ETA Assigned # 26110	Total Exiters	Adults	115
		Dislocated Workers	184
		Older Youth	38
		Younger Youth	138
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	94.7
	Employers	70.0	84.3
Entered Employment Rate	Adults	71.5%	92.3%
	Dislocated Workers	74.2%	97.5%
	Older Youth	73.0%	96.2%
Retention Rate	Adults	78.0%	84.4%
	Dislocated Workers	83.7%	92.5%
	Older Youth	72.4%	88.9%
	Younger Youth	57.2%	86.6%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,500	\$3,339
	Dislocated Workers	92.4%	79.1%
	Older Youth	\$1,841	\$2,727
Credential / Diploma Rate	Adults	60.0%	91.9%
	Dislocated Workers	60.0%	97.7%
	Older Youth	52.0%	96.7%
	Younger Youth	55.0%	99.0%
Skill Attainment	Younger Youth	73.0%	99.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Calhoun ISD	Total Participants Served	Adults	247
		Dislocated Workers	337
		Older Youth	63
		Younger Youth	430
ETA Assigned # 26050	Total Exiters	Adults	188
		Dislocated Workers	192
		Older Youth	31
		Younger Youth	155
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	94.1
	Employers	70.0	82.2
Entered Employment Rate	Adults	75.0%	95.3%
	Dislocated Workers	81.0%	94.8%
	Older Youth	55.0%	84.6%
Retention Rate	Adults	81.6%	84.6%
	Dislocated Workers	88.9%	91.8%
	Older Youth	75.0%	100.0%
	Younger Youth	50.0%	68.8%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,044	\$1,803
	Dislocated Workers	85.0%	80.9%
	Older Youth	\$1,800	\$3,948
Credential / Diploma Rate	Adults	65.0%	86.5%
	Dislocated Workers	65.0%	92.3%
	Older Youth	50.0%	78.8%
	Younger Youth	55.0%	93.1%
Skill Attainment	Younger Youth	73.0%	95.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Capital Area	Total Participants Served	Adults	473
		Dislocated Workers	194
		Older Youth	106
		Younger Youth	327
ETA Assigned # 26045	Total Exiters	Adults	321
		Dislocated Workers	132
		Older Youth	65
		Younger Youth	114
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	91.0
	Employers	70.0	86.4
Entered Employment Rate	Adults	72.0%	90.5%
	Dislocated Workers	81.0%	94.3%
	Older Youth	73.0%	90.9%
Retention Rate	Adults	78.0%	93.9%
	Dislocated Workers	86.1%	91.0%
	Older Youth	79.0%	94.3%
	Younger Youth	62.0%	81.7%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,000	\$3,383
	Dislocated Workers	92.4%	111.0%
	Older Youth	\$2,972	\$2,942
Credential / Diploma Rate	Adults	60.0%	95.1%
	Dislocated Workers	60.0%	90.8%
	Older Youth	50.0%	88.9%
	Younger Youth	55.0%	72.2%
Skill Attainment	Younger Youth	73.0%	83.7%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Career Alliance	Total Participants Served	Adults	1,586
		Dislocated Workers	745
		Older Youth	273
		Younger Youth	875
ETA Assigned # 26030	Total Exiters	Adults	1,015
		Dislocated Workers	510
		Older Youth	201
		Younger Youth	580
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	87.9
	Employers	70.0	79.6
Entered Employment Rate	Adults	77.5%	75.8%
	Dislocated Workers	84.0%	82.9%
	Older Youth	75.5%	61.4%
Retention Rate	Adults	73.5%	72.1%
	Dislocated Workers	82.0%	86.4%
	Older Youth	67.0%	60.7%
	Younger Youth	47.5%	52.1%
Earnings Change / Replacement Rate in Six Months	Adults	\$1,900	\$2,142
	Dislocated Workers	92.4%	92.6%
	Older Youth	\$1,600	\$592
Credential / Diploma Rate	Adults	60.0%	80.4%
	Dislocated Workers	60.0%	94.1%
	Older Youth	50.0%	59.5%
	Younger Youth	47.0%	62.6%
Skill Attainment	Younger Youth	78.0%	85.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

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Table O – Local Performance

Local Area Name: Central Area	Total Participants Served	Adults	308
		Dislocated Workers	131
		Older Youth	113
		Younger Youth	232
ETA Assigned # 26130	Total Exiters	Adults	109
		Dislocated Workers	43
		Older Youth	21
		Younger Youth	88
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	94.0
	Employers	70.0	86.8
Entered Employment Rate	Adults	71.5%	97.9%
	Dislocated Workers	78.9%	100.0%
	Older Youth	70.0%	100.0%
Retention Rate	Adults	78.0%	95.3%
	Dislocated Workers	85.5%	100.0%
	Older Youth	77.0%	91.3%
	Younger Youth	62.0%	88.9%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,900	\$3,340
	Dislocated Workers	85.0%	91.3%
	Older Youth	\$1,600	\$1,820
Credential / Diploma Rate	Adults	60.0%	97.7%
	Dislocated Workers	60.0%	100.0%
	Older Youth	50.0%	100.0%
	Younger Youth	55.0%	81.5%
Skill Attainment	Younger Youth	73.0%	94.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: City of Detroit	Total Participants Served	Adults	1,849
		Dislocated Workers	810
		Older Youth	682
		Younger Youth	2,987
ETA Assigned # 26010	Total Exiters	Adults	789
		Dislocated Workers	342
		Older Youth	302
		Younger Youth	126
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	89.0
	Employers	70.0	82.9
Entered Employment Rate	Adults	75.0%	81.0%
	Dislocated Workers	73.5%	89.7%
	Older Youth	75.0%	76.6%
Retention Rate	Adults	75.0%	77.1%
	Dislocated Workers	83.3%	88.4%
	Older Youth	78.0%	77.1%
	Younger Youth	62.0%	73.5%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,900	\$4,098
	Dislocated Workers	90.0%	109.5%
	Older Youth	\$2,750	\$3,053
Credential / Diploma Rate	Adults	65.0%	90.3%
	Dislocated Workers	68.0%	94.0%
	Older Youth	70.0%	72.8%
	Younger Youth	65.0%	49.4%
Skill Attainment	Younger Youth	80.0%	89.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: Eastern U.P.	Total Participants Served	Adults	195
		Dislocated Workers	102
		Older Youth	47
		Younger Youth	135
ETA Assigned # 26115	Total Exiters	Adults	119
		Dislocated Workers	51
		Older Youth	12
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	91.2
	Employers	70.0	90.3
Entered Employment Rate	Adults	72.0%	95.2%
	Dislocated Workers	77.0%	94.4%
	Older Youth	68.0%	100.0%
Retention Rate	Adults	78.0%	94.8%
	Dislocated Workers	87.0%	98.4%
	Older Youth	79.0%	88.9%
	Younger Youth	62.0%	73.7%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,688	\$4,786
	Dislocated Workers	92.4%	121.8%
	Older Youth	\$1,688	\$2,007
Credential / Diploma Rate	Adults	60.0%	96.6%
	Dislocated Workers	60.0%	97.0%
	Older Youth	47.6%	100.0%
	Younger Youth	55.0%	94.1%
Skill Attainment	Younger Youth	73.0%	81.9%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: Kalamazoo – St. Joseph	Total Participants Served	Adults	292
		Dislocated Workers	252
		Older Youth	114
		Younger Youth	153
ETA Assigned # 26040	Total Exiters	Adults	181
		Dislocated Workers	98
		Older Youth	54
		Younger Youth	99
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	89.3
	Employers	70.0	82.1
Entered Employment Rate	Adults	71.5%	91.4%
	Dislocated Workers	78.9%	98.1%
	Older Youth	68.0%	91.7%
Retention Rate	Adults	78.0%	83.3%
	Dislocated Workers	85.5%	96.6%
	Older Youth	66.7%	66.7%
	Younger Youth	62.0%	65.2%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,465	\$2,746
	Dislocated Workers	92.4%	94.1%
	Older Youth	\$3,150	\$2,757
Credential / Diploma Rate	Adults	60.0%	76.9%
	Dislocated Workers	60.0%	88.2%
	Older Youth	43.5%	61.1%
	Younger Youth	55.0%	48.8%
Skill Attainment	Younger Youth	73.0%	86.1%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: The Job Force	Total Participants Served	Adults	484
		Dislocated Workers	371
		Older Youth	127
		Younger Youth	317
ETA Assigned # 26125	Total Exiters	Adults	202
		Dislocated Workers	137
		Older Youth	57
		Younger Youth	134
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	96.9
	Employers	70.0	84.6
Entered Employment Rate	Adults	71.5%	98.7%
	Dislocated Workers	67.8%	98.3%
	Older Youth	73.0%	93.0%
Retention Rate	Adults	77.6%	96.5%
	Dislocated Workers	82.7%	98.1%
	Older Youth	79.0%	92.6%
	Younger Youth	63.8%	89.7%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,000	\$2,177
	Dislocated Workers	80.0%	91.9%
	Older Youth	\$2,000	\$2,051
Credential / Diploma Rate	Adults	60.0%	91.2%
	Dislocated Workers	60.0%	94.7%
	Older Youth	50.0%	56.5%
	Younger Youth	55.0%	86.1%
Skill Attainment	Younger Youth	73.0%	93.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: Livingston County	Total Participants Served	Adults	41
		Dislocated Workers	69
		Older Youth	7
		Younger Youth	35
ETA Assigned # 26145	Total Exiters	Adults	36
		Dislocated Workers	37
		Older Youth	11
		Younger Youth	26
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	94.1
	Employers	70.0	79.1
Entered Employment Rate	Adults	72.0%	100.0%
	Dislocated Workers	81.1%	85.7%
	Older Youth	73.0%	100.0%
Retention Rate	Adults	78.0%	100.0%
	Dislocated Workers	85.5%	100.0%
	Older Youth	79.0%	100.0%
	Younger Youth	62.0%	60.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,800	\$5,290
	Dislocated Workers	90.0%	85.0%
	Older Youth	\$1,970	\$2,160
Credential / Diploma Rate	Adults	60.0%	100.0%
	Dislocated Workers	60.0%	79.2%
	Older Youth	50.0%	90.9%
	Younger Youth	55.0%	66.7%
Skill Attainment	Younger Youth	73.0%	87.8%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Macomb/St. Clair	Total Participants Served	Adults	992
		Dislocated Workers	1,119
		Older Youth	114
		Younger Youth	600
ETA Assigned # 26015	Total Exiters	Adults	221
		Dislocated Workers	273
		Older Youth	38
		Younger Youth	170
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	92.9
	Employers	70.0	83.3
Entered Employment Rate	Adults	71.3%	83.1%
	Dislocated Workers	79.6%	82.5%
	Older Youth	73.0%	72.2%
Retention Rate	Adults	78.0%	88.8%
	Dislocated Workers	85.5%	92.8%
	Older Youth	79.0%	71.1%
	Younger Youth	63.8%	62.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,800	\$3,996
	Dislocated Workers	92.4%	80.2%
	Older Youth	\$2,090	\$2,234
Credential / Diploma Rate	Adults	60.0%	68.1%
	Dislocated Workers	60.0%	63.2%
	Older Youth	50.0%	62.8%
	Younger Youth	55.0%	57.1%
Skill Attainment	Younger Youth	73.0%	84.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Muskegon County	Total Participants Served	Adults	585
		Dislocated Workers	295
		Older Youth	158
		Younger Youth	544
ETA Assigned # 26055	Total Exiters	Adults	466
		Dislocated Workers	133
		Older Youth	105
		Younger Youth	98
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	83.2
	Employers	70.0	85.6
Entered Employment Rate	Adults	72.0%	97.8%
	Dislocated Workers	85.0%	97.9%
	Older Youth	73.0%	94.9%
Retention Rate	Adults	79.3%	92.2%
	Dislocated Workers	85.9%	96.7%
	Older Youth	70.0%	94.4%
	Younger Youth	60.0%	69.6%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,000	\$2,967
	Dislocated Workers	92.4%	104.1%
	Older Youth	\$1,600	\$2,252
Credential / Diploma Rate	Adults	60.0%	100.0%
	Dislocated Workers	60.0%	98.2%
	Older Youth	50.0%	95.2%
	Younger Youth	55.0%	73.2%
Skill Attainment	Younger Youth	73.0%	86.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: Northeast	Total Participants Served	Adults	355
		Dislocated Workers	183
		Older Youth	23
		Younger Youth	406
ETA Assigned # 26060	Total Exiters	Adults	94
		Dislocated Workers	61
		Older Youth	18
		Younger Youth	135
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	92.9
	Employers	70.0	88.1
Entered Employment Rate	Adults	82.0%	92.5%
	Dislocated Workers	82.0%	92.2%
	Older Youth	70.0%	87.5%
Retention Rate	Adults	80.0%	87.0%
	Dislocated Workers	81.0%	89.0%
	Older Youth	81.8%	94.4%
	Younger Youth	65.0%	67.4%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,300	\$3,079
	Dislocated Workers	72.0%	79.9%
	Older Youth	\$2,475	\$2,944
Credential / Diploma Rate	Adults	60.0%	90.5%
	Dislocated Workers	75.0%	93.8%
	Older Youth	57.0%	60.0%
	Younger Youth	65.0%	81.1%
Skill Attainment	Younger Youth	77.0%	95.6%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: Northwest	Total Participants Served	Adults	354
		Dislocated Workers	281
		Older Youth	71
		Younger Youth	418
ETA Assigned # 26105	Total Exiters	Adults	135
		Dislocated Workers	109
		Older Youth	19
		Younger Youth	175
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	95.7
	Employers	70.0	86.0
Entered Employment Rate	Adults	71.5%	98.1%
	Dislocated Workers	84.1%	96.4%
	Older Youth	73.0%	100.0%
Retention Rate	Adults	78.0%	96.9%
	Dislocated Workers	87.1%	93.5%
	Older Youth	79.0%	100.0%
	Younger Youth	63.8%	93.5%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,053	\$2,936
	Dislocated Workers	85.0%	93.0%
	Older Youth	\$3,150	\$4,504
Credential / Diploma Rate	Adults	60.0%	92.7%
	Dislocated Workers	60.0%	76.4%
	Older Youth	50.0%	100.0%
	Younger Youth	55.0%	89.9%
Skill Attainment	Younger Youth	73.0%	98.8%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Oakland County	Total Participants Served	Adults	386
		Dislocated Workers	323
		Older Youth	80
		Younger Youth	616
ETA Assigned # 26170	Total Exiters	Adults	174
		Dislocated Workers	122
		Older Youth	21
		Younger Youth	242
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	92.1
	Employers	70.0	87.6
Entered Employment Rate	Adults	72.0%	98.9%
	Dislocated Workers	79.5%	94.2%
	Older Youth	73.0%	87.5%
Retention Rate	Adults	78.8%	90.9%
	Dislocated Workers	85.5%	94.5%
	Older Youth	67.5%	96.6%
	Younger Youth	62.0%	84.4%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,542	\$4,777
	Dislocated Workers	85.5%	87.6%
	Older Youth	\$2,660	\$3,180
Credential / Diploma Rate	Adults	60.0%	88.7%
	Dislocated Workers	60.0%	83.8%
	Older Youth	50.0%	91.7%
	Younger Youth	55.0%	93.8%
Skill Attainment	Younger Youth	73.0%	98.6%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

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Table O – Local Performance

Local Area Name: Ottawa County	Total Participants Served	Adults	135
		Dislocated Workers	271
		Older Youth	32
		Younger Youth	134
ETA Assigned # 26165	Total Exiters	Adults	82
		Dislocated Workers	119
		Older Youth	11
		Younger Youth	42
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	93.9
	Employers	70.0	83.9
Entered Employment Rate	Adults	71.5%	89.1%
	Dislocated Workers	78.9%	92.6%
	Older Youth	73.0%	85.7%
Retention Rate	Adults	78.0%	89.1%
	Dislocated Workers	85.5%	92.4%
	Older Youth	79.0%	90.5%
	Younger Youth	62.0%	84.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,000	\$2,818
	Dislocated Workers	85.0%	82.2%
	Older Youth	\$2,250	\$3,266
Credential / Diploma Rate	Adults	60.0%	86.7%
	Dislocated Workers	60.0%	98.0%
	Older Youth	50.0%	65.0%
	Younger Youth	55.0%	68.2%
Skill Attainment	Younger Youth	73.0%	100.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Region 7B	Total Participants Served	Adults	148
		Dislocated Workers	89
		Older Youth	71
		Younger Youth	322
ETA Assigned # 26095	Total Exiters	Adults	81
		Dislocated Workers	49
		Older Youth	47
		Younger Youth	101
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	92.1
	Employers	70.0	89.6
Entered Employment Rate	Adults	71.5%	92.0%
	Dislocated Workers	80.0%	94.1%
	Older Youth	73.0%	86.2%
Retention Rate	Adults	73.6%	87.5%
	Dislocated Workers	87.1%	95.4%
	Older Youth	66.7%	81.0%
	Younger Youth	63.8%	64.3%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,200	\$3,296
	Dislocated Workers	82.0%	91.9%
	Older Youth	\$1,750	\$2,126
Credential / Diploma Rate	Adults	60.0%	89.6%
	Dislocated Workers	63.0%	93.9%
	Older Youth	47.0%	86.7%
	Younger Youth	40.0%	72.3%
Skill Attainment	Younger Youth	73.0%	88.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

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Table O – Local Performance

Local Area Name: Saginaw / Midland / Bay	Total Participants Served	Adults	819
		Dislocated Workers	212
		Older Youth	82
		Younger Youth	608
ETA Assigned # 26020	Total Exiters	Adults	232
		Dislocated Workers	50
		Older Youth	18
		Younger Youth	272
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	90.8
	Employers	70.0	90.6
Entered Employment Rate	Adults	70.5%	96.3%
	Dislocated Workers	82.3%	96.4%
	Older Youth	68.0%	94.4%
Retention Rate	Adults	78.0%	88.8%
	Dislocated Workers	85.5%	94.2%
	Older Youth	70.8%	72.7%
	Younger Youth	62.0%	81.6%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,321	\$5,161
	Dislocated Workers	80.0%	92.8%
	Older Youth	\$1,618	\$1,475
Credential / Diploma Rate	Adults	60.0%	88.2%
	Dislocated Workers	60.0%	89.7%
	Older Youth	46.2%	95.5%
	Younger Youth	55.0%	62.9%
Skill Attainment	Younger Youth	73.0%	89.5%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: South Central	Total Participants Served	Adults	149
		Dislocated Workers	144
		Older Youth	117
		Younger Youth	184
ETA Assigned # 26080	Total Exiters	Adults	66
		Dislocated Workers	85
		Older Youth	37
		Younger Youth	106
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	89.3
	Employers	70.0	80.9
Entered Employment Rate	Adults	73.0%	92.4%
	Dislocated Workers	82.0%	100.0%
	Older Youth	73.0%	81.3%
Retention Rate	Adults	77.0%	86.9%
	Dislocated Workers	90.0%	93.9%
	Older Youth	79.0%	70.4%
	Younger Youth	63.0%	71.9%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,550	\$3,275
	Dislocated Workers	93.0%	89.8%
	Older Youth	\$2,000	\$1,827
Credential / Diploma Rate	Adults	62.0%	94.0%
	Dislocated Workers	63.0%	91.2%
	Older Youth	50.0%	61.5%
	Younger Youth	55.0%	62.9%
Skill Attainment	Younger Youth	73.0%	96.9%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: SEMCA	Total Participants Served	Adults	650
		Dislocated Workers	707
		Older Youth	103
		Younger Youth	259
ETA Assigned # 26155	Total Exiters	Adults	241
		Dislocated Workers	261
		Older Youth	52
		Younger Youth	60
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	85.7
	Employers	70.0	82.0
Entered Employment Rate	Adults	72.0%	95.2%
	Dislocated Workers	81.2%	97.4%
	Older Youth	73.0%	94.9%
Retention Rate	Adults	78.0%	88.1%
	Dislocated Workers	86.1%	94.5%
	Older Youth	83.6%	94.6%
	Younger Youth	57.2%	80.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,340	\$2,682
	Dislocated Workers	85.0%	89.5%
	Older Youth	\$2,898	\$4,020
Credential / Diploma Rate	Adults	60.0%	90.0%
	Dislocated Workers	60.0%	96.9%
	Older Youth	50.0%	76.2%
	Younger Youth	55.0%	86.5%
Skill Attainment	Younger Youth	73.0%	96.5%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Thumb Area	Total Participants Served	Adults	988
		Dislocated Workers	628
		Older Youth	104
		Younger Youth	23
ETA Assigned # 26120	Total Exiters	Adults	609
		Dislocated Workers	506
		Older Youth	53
		Younger Youth	20
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	83.5
	Employers	70.0	82.6
Entered Employment Rate	Adults	71.4%	70.9%
	Dislocated Workers	75.7%	74.3%
	Older Youth	73.0%	77.4%
Retention Rate	Adults	78.0%	87.4%
	Dislocated Workers	84.6%	90.3%
	Older Youth	78.1%	83.6%
	Younger Youth	62.0%	75.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,560	\$1,468
	Dislocated Workers	75.0%	79.8%
	Older Youth	\$2,240	\$3,105
Credential / Diploma Rate	Adults	60.0%	59.7%
	Dislocated Workers	60.0%	65.1%
	Older Youth	50.0%	59.2%
	Younger Youth	55.0%	44.4%
Skill Attainment	Younger Youth	73.0%	85.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: Washtenaw County	Total Participants Served	Adults	90
		Dislocated Workers	102
		Older Youth	17
		Younger Youth	67
ETA Assigned # 26150	Total Exiters	Adults	14
		Dislocated Workers	16
		Older Youth	4
		Younger Youth	23
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	97.6
	Employers	70.0	79.1
Entered Employment Rate	Adults	72.0%	97.6%
	Dislocated Workers	78.9%	100.0%
	Older Youth	73.0%	100.0%
Retention Rate	Adults	76.1%	89.1%
	Dislocated Workers	87.7%	94.4%
	Older Youth	79.0%	100.0%
	Younger Youth	61.9%	78.6%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,416	\$2,684
	Dislocated Workers	92.4%	79.8%
	Older Youth	\$2,700	\$924
Credential / Diploma Rate	Adults	60.0%	100.0%
	Dislocated Workers	60.0%	100.0%
	Older Youth	40.0%	100.0%
	Younger Youth	55.0%	90.9%
Skill Attainment	Younger Youth	73.0%	77.8%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: West Central	Total Participants Served	Adults	370
		Dislocated Workers	332
		Older Youth	73
		Younger Youth	251
ETA Assigned # 26100	Total Exiters	Adults	279
		Dislocated Workers	154
		Older Youth	66
		Younger Youth	245
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	89.8
	Employers	70.0	86.9
Entered Employment Rate	Adults	72.0%	82.1%
	Dislocated Workers	80.4%	95.2%
	Older Youth	73.0%	84.4%
Retention Rate	Adults	77.8%	79.6%
	Dislocated Workers	83.3%	87.2%
	Older Youth	79.0%	81.5%
	Younger Youth	57.4%	71.4%
Earnings Change / Replacement Rate in Six Months	Adults	\$2,473	\$2,518
	Dislocated Workers	92.4%	91.9%
	Older Youth	\$2,106	\$3,728
Credential / Diploma Rate	Adults	60.0%	61.1%
	Dislocated Workers	60.0%	95.4%
	Older Youth	48.0%	64.6%
	Younger Youth	55.0%	84.4%
Skill Attainment	Younger Youth	73.0%	83.4%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Western U.P.	Total Participants Served	Adults	328
		Dislocated Workers	115
		Older Youth	134
		Younger Youth	286
ETA Assigned # 26090	Total Exiters	Adults	151
		Dislocated Workers	75
		Older Youth	58
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	70.0	90.7
	Employers	70.0	86.8
Entered Employment Rate	Adults	66.3%	90.6%
	Dislocated Workers	70.0%	97.1%
	Older Youth	73.0%	54.9%
Retention Rate	Adults	80.5%	86.0%
	Dislocated Workers	79.6%	91.8%
	Older Youth	79.0%	84.2%
	Younger Youth	63.8%	60.0%
Earnings Change / Replacement Rate in Six Months	Adults	\$3,615	\$4,234
	Dislocated Workers	92.4%	108.6%
	Older Youth	\$3,150	\$2,939
Credential / Diploma Rate	Adults	60.0%	77.8%
	Dislocated Workers	60.0%	86.8%
	Older Youth	50.0%	53.1%
	Younger Youth	55.0%	37.5%
Skill Attainment	Younger Youth	73.0%	93.1%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	89.9	14,202	15,970	15,225	93.3
Employers	70	83.4	2,903	4,055	4,055	71.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	86.7	4,797
			5,536
Employment Retention Rate	78	85.6	5,203
			6,081
Earnings Change in Six Month	2,800	2,935	14,599,734
			4,975
Employment and Credential Rate	63	80.6	1,976
			2,453

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	84.8	441	87.5	344	78.9	258	79.7	302
		520		393		327		379
Employment Retention Rate	84	505	87.6	404	89.1	344	82.7	249
		601		461		386		301
Earnings Change in Six Months	3,047	1,468,676	3,614	1,268,511	2,631	723,418	1,381	328,756
		482		351		275		238
Employment and Credential Rate	80.1	245	81.7	138	69.9	102	76.7	102
		306		169		146		133

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.3	1,751	85.8	3,046
		1,984		3,552
Employment Retention Rate	89.2	1,891	83.6	3,312
		2,120		3,961
Earnings Change in Six Months	3,374	5,691,904	2,709	8,907,830
		1,687		3,288

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79	89.1	4,260
			4,779
Employment Retention Rate	85.5	92.2	4,224
			4,582
Earnings Replacement in Six Months	92.4	89.6	44,214,880
			49,346,138
Employment and Credential Rate	63	82.7	1,987
			2,403

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.6	426	86.7	144	81.3	357	78.1	328
		481		166		439		420
Employment Retention Rate	92.7	484	92.2	119	89.3	358	86.5	295
		522		129		401		341
Earnings Replacement Rate	88.2	5,491,161	85.3	1,101,631	77.1	3,571,517	191.1	1,579,121
		6,225,856		1,292,163		4,630,923		826,279
Employment And Credential Rate	81.9	227	82.4	75	79	169	76.6	49
		277		91		214		64

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	90.3	2,169	88	2,091
		2,403		2,376
Employment Retention Rate	93.2	2,043	91.3	2,181
		2,192		2,390
Earnings Replacement Rate	86.6	22,273,533	92.9	21,941,347
		25,726,393		23,619,745

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.1	80.1	960
			1,198
Employment Retention Rate	77	80.7	845
			1,047
Earnings Change in Six Months	2,250	2,311	1,895,185
			820
Credential Rate	51	73.5	1,000
			1,361

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	83.6	209	83.3	5	79.8	91	76.5	829
		250		6		114		1,084
Employment Retention Rate	83.3	204	100	5	86.9	86	80.4	761
		245		5		99		947
Earnings Change in Six Months	1,969	336,635	2,841	14,205	2,269	154,282	2,252	1,684,552
		171		5		68		748
Credential Rate	76.3	216	71.4	5	77.9	109	73.1	894
		283		7		140		1,223

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	80	89.9	9,803
			10,900
Diploma or Equivalent Attainment Rate	55	74.2	986
			1,328
Retention Rate	58	73.7	860
			1,167

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.6	2,623	91.2	2,859	87.4	1,191
		2,926		3,135		1,363
Diploma or Equivalent Attainment Rate	63.8	173	84	304	47	142
		271		362		302
Retention Rate	72.8	174	71.9	210	74.6	340
		239		292		456

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	74.6	4,481	2,424	11,737,561	3.9	189	4,020	16,636,543	73.8	1,250
		6,008		4,843		4,797		4,138		1,694
Dislocated Workers	84.6	3,813	90.8	45,068,200	5	212	5,552	20,725,164	73.4	1,535
		4,505		49,633,961		4,260		3,733		2,091
Older Youth	69.9	758	1,896	1,624,668	2	19	2,380	1,897,177		
		1,085		857		960		797		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	13,274	6,610
Dislocated Workers	9,398	4,615
Older Youth	3,193	1,553
Younger Youth	10,917	3,609

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$27,702,523.00
Local Dislocated Workers			\$27,850,937.00
Local Youth			\$30,365,142.00
Rapid Response (up to 25%) 134 (a) (2) (A)			\$815,652.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			\$2,139,891.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	Miscellaneous	\$1,098,488.00
		Focus Hope	\$3,798,199.00
		Incumbent Worker	\$2,961,746.00
Total of All Federal Spending Listed Above			\$96,732,578.00

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Livingston County Job Training Services	Total Participants Served	Adults	41
		Dislocated Workers	69
		Older Youth	7
		Younger Youth	35
	Total Exiters	Adults	36
		Dislocated Workers	37
		Older Youth	11
		Younger Youth	26

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	94.1
	Employers	70	79.1
Entered Employment Rate	Adults	72	100
	Dislocated Workers	81.1	85.7
	Older Youth	73	100
Retention Rate	Adults	78	100
	Dislocated Workers	85.5	100
	Older Youth	79	100
	Younger Youth	62	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	5,290
	Dislocated Workers	90	85
	Older Youth (\$)	1,970	2,160
Credential / Diploma Rate	Adults	60	100
	Dislocated Workers	60	79.2
	Older Youth	50	90.9
	Younger Youth	55	66.7
Skill Attainment Rate	Younger Youth	73	87.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Macomb/St. Clair Workforce Development Board, Inc.	Total Participants Served	Adults	992
		Dislocated Workers	1,119
		Older Youth	114
		Younger Youth	600
	Total Exiters	Adults	221
		Dislocated Workers	273
		Older Youth	38
		Younger Youth	170

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	92.9
	Employers	70	83.3
Entered Employment Rate	Adults	71.3	83.1
	Dislocated Workers	79.6	82.5
	Older Youth	73	72.2
Retention Rate	Adults	78	88.8
	Dislocated Workers	85.5	92.8
	Older Youth	79	71.1
	Younger Youth	63.8	62
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,996
	Dislocated Workers	92.4	80.2
	Older Youth (\$)	2,090	2,234
Credential / Diploma Rate	Adults	60	68.1
	Dislocated Workers	60	63.2
	Older Youth	50	62.8
	Younger Youth	55	57.1
Skill Attainment Rate	Younger Youth	73	84
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Muskegon County Department of Employment and Training	Total Participants Served	Adults	585
		Dislocated Workers	295
		Older Youth	158
		Younger Youth	544
	Total Exiters	Adults	466
		Dislocated Workers	133
		Older Youth	105
		Younger Youth	98

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	83.2
	Employers	70	85.6
Entered Employment Rate	Adults	72	97.8
	Dislocated Workers	85	97.9
	Older Youth	73	94.9
Retention Rate	Adults	79.3	92.2
	Dislocated Workers	85.9	96.7
	Older Youth	70	94.4
	Younger Youth	60	69.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,967
	Dislocated Workers	92.4	104.1
	Older Youth (\$)	1,600	2,252
Credential / Diploma Rate	Adults	60	100
	Dislocated Workers	60	98.2
	Older Youth	50	95.2
	Younger Youth	55	73.2
Skill Attainment Rate	Younger Youth	73	86.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northeast Michigan Consortium	Total Participants Served	Adults	355
		Dislocated Workers	183
		Older Youth	23
		Younger Youth	406
	Total Exiters	Adults	94
		Dislocated Workers	61
		Older Youth	18
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	92.9
	Employers	70	88.1
Entered Employment Rate	Adults	82	92.5
	Dislocated Workers	82	92.2
	Older Youth	70	87.5
Retention Rate	Adults	80	87
	Dislocated Workers	81	89
	Older Youth	81.8	94.4
	Younger Youth	65	67.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	3,079
	Dislocated Workers	72	79.9
	Older Youth (\$)	2,475	2,944
Credential / Diploma Rate	Adults	60	90.5
	Dislocated Workers	75	93.8
	Older Youth	57	60
	Younger Youth	65	81.1
Skill Attainment Rate	Younger Youth	77	95.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northwest Michigan Council Of Governments	Total Participants Served	Adults	354
		Dislocated Workers	281
		Older Youth	71
		Younger Youth	418
	Total Exiters	Adults	135
		Dislocated Workers	109
		Older Youth	19
		Younger Youth	175

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	95.7
	Employers	70	86
Entered Employment Rate	Adults	71.5	98.1
	Dislocated Workers	84.1	96.4
	Older Youth	73	100
Retention Rate	Adults	78	96.9
	Dislocated Workers	87.1	93.5
	Older Youth	79	100
	Younger Youth	63.8	93.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,053	2,936
	Dislocated Workers	85	93
	Older Youth (\$)	3,150	4,504
Credential / Diploma Rate	Adults	60	92.7
	Dislocated Workers	60	76.4
	Older Youth	50	100
	Younger Youth	55	89.9
Skill Attainment Rate	Younger Youth	73	98.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Oakland County Michigan Works!	Total Participants Served	Adults	386
		Dislocated Workers	323
		Older Youth	80
		Younger Youth	616
	Total Exiters	Adults	174
		Dislocated Workers	122
		Older Youth	21
		Younger Youth	242

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	92.1
	Employers	70	87.6
Entered Employment Rate	Adults	72	98.9
	Dislocated Workers	79.5	94.2
	Older Youth	73	87.5
Retention Rate	Adults	78.8	90.9
	Dislocated Workers	85.5	94.5
	Older Youth	67.5	96.6
	Younger Youth	62	84.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,542	4,777
	Dislocated Workers	85.5	87.6
	Older Youth (\$)	2,660	3,180
Credential / Diploma Rate	Adults	60	88.7
	Dislocated Workers	60	83.8
	Older Youth	50	91.7
	Younger Youth	55	93.8
Skill Attainment Rate	Younger Youth	73	98.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Ottawa County Michigan Works! Agency	Total Participants Served	Adults	135
		Dislocated Workers	271
		Older Youth	32
		Younger Youth	134
	Total Exiters	Adults	82
		Dislocated Workers	119
		Older Youth	11
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	93.9
	Employers	70	83.9
Entered Employment Rate	Adults	71.5	89.1
	Dislocated Workers	78.9	92.6
	Older Youth	73	85.7
Retention Rate	Adults	78	89.1
	Dislocated Workers	85.5	92.4
	Older Youth	79	90.5
	Younger Youth	62	84
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	2,818
	Dislocated Workers	85	82.2
	Older Youth (\$)	2,250	3,266
Credential / Diploma Rate	Adults	60	86.7
	Dislocated Workers	60	98
	Older Youth	50	65
	Younger Youth	55	68.2
Skill Attainment Rate	Younger Youth	73	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Michigian Works! Region 7B Employment & Training Consortium	Total Participants Served	Adults	148
		Dislocated Workers	89
		Older Youth	71
		Younger Youth	322
	Total Exiters	Adults	81
		Dislocated Workers	49
		Older Youth	47
		Younger Youth	101

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	92.1
	Employers	70	89.6
Entered Employment Rate	Adults	71.5	92
	Dislocated Workers	80	94.1
	Older Youth	73	86.2
Retention Rate	Adults	73.6	87.5
	Dislocated Workers	87.1	95.4
	Older Youth	66.7	81
	Younger Youth	63.8	64.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,200	3,296
	Dislocated Workers	82	91.9
	Older Youth (\$)	1,750	2,126
Credential / Diploma Rate	Adults	60	89.6
	Dislocated Workers	63	93.9
	Older Youth	47	86.7
	Younger Youth	40	72.3
Skill Attainment Rate	Younger Youth	73	88.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Saginaw, Midland, Bay Job Training Consortium	Total Participants Served	Adults	819
		Dislocated Workers	212
		Older Youth	82
		Younger Youth	608
	Total Exiters	Adults	232
		Dislocated Workers	50
		Older Youth	18
		Younger Youth	272

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	90.8
	Employers	70	90.6
Entered Employment Rate	Adults	70.5	96.3
	Dislocated Workers	82.3	96.4
	Older Youth	68	94.4
Retention Rate	Adults	78	88.8
	Dislocated Workers	85.5	94.2
	Older Youth	70.8	72.7
	Younger Youth	62	81.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,321	5,161
	Dislocated Workers	80	92.8
	Older Youth (\$)	1,618	1,475
Credential / Diploma Rate	Adults	60	88.2
	Dislocated Workers	60	89.7
	Older Youth	46.2	95.5
	Younger Youth	55	62.9
Skill Attainment Rate	Younger Youth	73	89.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: South Central Michigan Works!	Total Participants Served	Adults	149
		Dislocated Workers	144
		Older Youth	117
		Younger Youth	184
	Total Exiters	Adults	66
		Dislocated Workers	85
		Older Youth	37
		Younger Youth	106

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	89.3
	Employers	70	80.9
Entered Employment Rate	Adults	73	92.4
	Dislocated Workers	82	100
	Older Youth	73	81.3
Retention Rate	Adults	77	86.9
	Dislocated Workers	90	93.9
	Older Youth	79	70.4
	Younger Youth	63	71.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,550	3,275
	Dislocated Workers	93	89.8
	Older Youth (\$)	2,000	1,827
Credential / Diploma Rate	Adults	62	94
	Dislocated Workers	63	91.2
	Older Youth	50	61.5
	Younger Youth	55	62.9
Skill Attainment Rate	Younger Youth	73	96.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southeast Michigan Community Alliance	Total Participants Served	Adults	650
		Dislocated Workers	707
		Older Youth	103
		Younger Youth	259
	Total Exiters	Adults	241
		Dislocated Workers	261
		Older Youth	52
		Younger Youth	60

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	85.7
	Employers	70	82
Entered Employment Rate	Adults	72	95.2
	Dislocated Workers	81.2	97.4
	Older Youth	73	94.9
Retention Rate	Adults	78	88.1
	Dislocated Workers	86.1	94.5
	Older Youth	83.6	94.6
	Younger Youth	57.2	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,340	2,682
	Dislocated Workers	85	89.5
	Older Youth (\$)	2,898	4,020
Credential / Diploma Rate	Adults	60	90
	Dislocated Workers	60	96.9
	Older Youth	50	76.2
	Younger Youth	55	86.5
Skill Attainment Rate	Younger Youth	73	96.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Thumb Area Michigan Works!	Total Participants Served	Adults	988
		Dislocated Workers	628
		Older Youth	104
		Younger Youth	23
	Total Exiters	Adults	609
		Dislocated Workers	506
		Older Youth	53
		Younger Youth	20

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	83.5
	Employers	70	82.6
Entered Employment Rate	Adults	71.4	70.9
	Dislocated Workers	75.7	74.3
	Older Youth	73	77.4
Retention Rate	Adults	78	87.4
	Dislocated Workers	84.6	90.3
	Older Youth	78.1	83.6
	Younger Youth	62	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,560	1,468
	Dislocated Workers	75	79.8
	Older Youth (\$)	2,240	3,105
Credential / Diploma Rate	Adults	60	59.7
	Dislocated Workers	60	65.1
	Older Youth	50	59.2
	Younger Youth	55	44.4
Skill Attainment Rate	Younger Youth	73	85.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Washtenaw County Workforce Development Board	Total Participants Served	Adults	90
		Dislocated Workers	102
		Older Youth	17
		Younger Youth	67
	Total Exiters	Adults	14
		Dislocated Workers	16
		Older Youth	4
		Younger Youth	23

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	97.6
	Employers	70	79.1
Entered Employment Rate	Adults	72	97.6
	Dislocated Workers	78.9	100
	Older Youth	73	100
Retention Rate	Adults	76.1	89.1
	Dislocated Workers	87.7	94.4
	Older Youth	79	100
	Younger Youth	61.9	78.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,416	2,684
	Dislocated Workers	92.4	79.8
	Older Youth (\$)	2,700	924
Credential / Diploma Rate	Adults	60	100
	Dislocated Workers	60	100
	Older Youth	40	100
	Younger Youth	55	90.9
Skill Attainment Rate	Younger Youth	73	77.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Michigan Works! West Central	Total Participants Served	Adults	370
		Dislocated Workers	332
		Older Youth	73
		Younger Youth	251
	Total Exiters	Adults	279
		Dislocated Workers	154
		Older Youth	66
		Younger Youth	245

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	89.8
	Employers	70	86.9
Entered Employment Rate	Adults	72	82.1
	Dislocated Workers	80.4	95.2
	Older Youth	73	84.4
Retention Rate	Adults	77.8	79.6
	Dislocated Workers	83.3	87.2
	Older Youth	79	81.5
	Younger Youth	57.4	71.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,473	2,518
	Dislocated Workers	92.4	91.9
	Older Youth (\$)	2,106	3,728
Credential / Diploma Rate	Adults	60	61.1
	Dislocated Workers	60	95.4
	Older Youth	48	64.6
	Younger Youth	55	84.4
Skill Attainment Rate	Younger Youth	73	83.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Western Upper Peninsula WIB	Total Participants Served	Adults	328
		Dislocated Workers	115
		Older Youth	134
		Younger Youth	286
	Total Exiters	Adults	151
		Dislocated Workers	75
		Older Youth	58
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	90.7
	Employers	70	86.8
Entered Employment Rate	Adults	66.3	90.6
	Dislocated Workers	70	97.1
	Older Youth	73	54.9
Retention Rate	Adults	80.5	86
	Dislocated Workers	79.6	91.8
	Older Youth	79	84.2
	Younger Youth	63.8	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,615	4,234
	Dislocated Workers	92.4	108.6
	Older Youth (\$)	3,150	2,939
Credential / Diploma Rate	Adults	60	77.8
	Dislocated Workers	60	86.8
	Older Youth	50	53.1
	Younger Youth	55	37.5
Skill Attainment Rate	Younger Youth	73	93.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Area Community Services Employment And Training ACSET Council	Total Participants Served	Adults	1,202
		Dislocated Workers	736
		Older Youth	410
		Younger Youth	436
	Total Exiters	Adults	690
		Dislocated Workers	334
		Older Youth	214
		Younger Youth	368

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	90.4
	Employers	70	80.4
Entered Employment Rate	Adults	72	92.3
	Dislocated Workers	81.4	95.9
	Older Youth	73	85.8
Retention Rate	Adults	78	87.8
	Dislocated Workers	87.4	94.8
	Older Youth	79	100
	Younger Youth	57.2	97.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	2,483
	Dislocated Workers	82	80.8
	Older Youth (\$)	3,150	2,761
Credential / Diploma Rate	Adults	60	91.2
	Dislocated Workers	60	95.7
	Older Youth	50	86.9
	Younger Youth	55	74.3
Skill Attainment Rate	Younger Youth	73	93.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Berrien-Cass-Van Buren Office of Michigan Works	Total Participants Served	Adults	248
		Dislocated Workers	322
		Older Youth	72
		Younger Youth	272
	Total Exiters	Adults	115
		Dislocated Workers	184
		Older Youth	38
		Younger Youth	138

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	94.7
	Employers	70	84.3
Entered Employment Rate	Adults	71.5	92.3
	Dislocated Workers	74.2	97.5
	Older Youth	73	96.2
Retention Rate	Adults	78	84.4
	Dislocated Workers	83.7	92.5
	Older Youth	72.4	88.9
	Younger Youth	57.2	86.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,500	3,339
	Dislocated Workers	92.4	79.1
	Older Youth (\$)	1,841	2,727
Credential / Diploma Rate	Adults	60	91.9
	Dislocated Workers	60	97.7
	Older Youth	52	96.7
	Younger Youth	55	99
Skill Attainment Rate	Younger Youth	73	99.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Calhoun Workforce Development Board	Total Participants Served	Adults	247
		Dislocated Workers	337
		Older Youth	63
		Younger Youth	430
	Total Exiters	Adults	188
		Dislocated Workers	192
		Older Youth	31
		Younger Youth	155

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	94.1
	Employers	70	82.2
Entered Employment Rate	Adults	75	95.3
	Dislocated Workers	81	94.8
	Older Youth	55	84.6
Retention Rate	Adults	81.6	84.6
	Dislocated Workers	88.9	91.8
	Older Youth	75	100
	Younger Youth	50	68.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,044	1,803
	Dislocated Workers	85	80.9
	Older Youth (\$)	1,800	3,948
Credential / Diploma Rate	Adults	65	86.5
	Dislocated Workers	65	92.3
	Older Youth	50	78.8
	Younger Youth	55	93.1
Skill Attainment Rate	Younger Youth	73	95.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Capital Area Michigan Works!	Total Participants Served	Adults	473
		Dislocated Workers	194
		Older Youth	106
		Younger Youth	327
	Total Exiters	Adults	321
		Dislocated Workers	132
		Older Youth	65
		Younger Youth	114

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	91
	Employers	70	86.4
Entered Employment Rate	Adults	72	90.5
	Dislocated Workers	81	94.3
	Older Youth	73	90.9
Retention Rate	Adults	78	93.9
	Dislocated Workers	86.1	91
	Older Youth	79	94.3
	Younger Youth	62	81.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,383
	Dislocated Workers	92.4	111
	Older Youth (\$)	2,972	2,942
Credential / Diploma Rate	Adults	60	95.1
	Dislocated Workers	60	90.8
	Older Youth	50	88.9
	Younger Youth	55	72.2
Skill Attainment Rate	Younger Youth	73	83.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Career Alliance, Inc.	Total Participants Served	Adults	1,586
		Dislocated Workers	745
		Older Youth	273
		Younger Youth	875
	Total Exiters	Adults	1,015
		Dislocated Workers	510
		Older Youth	201
		Younger Youth	580

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	87.9
	Employers	70	79.6
Entered Employment Rate	Adults	77.5	75.8
	Dislocated Workers	84	82.9
	Older Youth	75.5	61.4
Retention Rate	Adults	73.5	72.1
	Dislocated Workers	82	86.4
	Older Youth	67	60.7
	Younger Youth	47.5	52.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,900	2,142
	Dislocated Workers	92.4	92.6
	Older Youth (\$)	1,600	592
Credential / Diploma Rate	Adults	60	80.4
	Dislocated Workers	60	94.1
	Older Youth	50	59.5
	Younger Youth	47	62.6
Skill Attainment Rate	Younger Youth	78	85.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	Exceeded

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Central Area Michigan Works! Consortium	Total Participants Served	Adults	308
		Dislocated Workers	131
		Older Youth	113
		Younger Youth	232
	Total Exiters	Adults	109
		Dislocated Workers	43
		Older Youth	21
		Younger Youth	88

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	94
	Employers	70	86.8
Entered Employment Rate	Adults	71.5	97.9
	Dislocated Workers	78.9	100
	Older Youth	70	100
Retention Rate	Adults	78	95.3
	Dislocated Workers	85.5	100
	Older Youth	77	91.3
	Younger Youth	62	88.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,900	3,340
	Dislocated Workers	85	91.3
	Older Youth (\$)	1,600	1,820
Credential / Diploma Rate	Adults	60	97.7
	Dislocated Workers	60	100
	Older Youth	50	100
	Younger Youth	55	81.5
Skill Attainment Rate	Younger Youth	73	94
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Detroit Workforce Development Board	Total Participants Served	Adults	1,849
		Dislocated Workers	810
		Older Youth	682
		Younger Youth	2,987
	Total Exiters	Adults	789
		Dislocated Workers	342
		Older Youth	302
		Younger Youth	126

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	89
	Employers	70	82.9
Entered Employment Rate	Adults	75	81
	Dislocated Workers	73.5	89.7
	Older Youth	75	76.6
Retention Rate	Adults	75	77.1
	Dislocated Workers	83.3	88.4
	Older Youth	78	77.1
	Younger Youth	62	73.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	4,098
	Dislocated Workers	90	109.5
	Older Youth (\$)	2,750	3,053
Credential / Diploma Rate	Adults	65	90.3
	Dislocated Workers	68	94
	Older Youth	70	72.8
	Younger Youth	65	49.4
Skill Attainment Rate	Younger Youth	80	89.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Eastern Upper Peninsula Michigan Works!	Total Participants Served	Adults	195
		Dislocated Workers	102
		Older Youth	47
		Younger Youth	135
	Total Exiters	Adults	119
		Dislocated Workers	51
		Older Youth	12
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	91.2
	Employers	70	90.3
Entered Employment Rate	Adults	72	95.2
	Dislocated Workers	77	94.4
	Older Youth	68	100
Retention Rate	Adults	78	94.8
	Dislocated Workers	87	98.4
	Older Youth	79	88.9
	Younger Youth	62	73.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,688	4,786
	Dislocated Workers	92.4	121.8
	Older Youth (\$)	1,688	2,007
Credential / Diploma Rate	Adults	60	96.6
	Dislocated Workers	60	97
	Older Youth	47.6	100
	Younger Youth	55	94.1
Skill Attainment Rate	Younger Youth	73	81.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Kalamazoo-St. Joseph Michigan Works!	Total Participants Served	Adults	292
		Dislocated Workers	252
		Older Youth	114
		Younger Youth	153
	Total Exiters	Adults	181
		Dislocated Workers	98
		Older Youth	54
		Younger Youth	99

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	89.3
	Employers	70	82.1
Entered Employment Rate	Adults	71.5	91.4
	Dislocated Workers	78.9	98.1
	Older Youth	68	91.7
Retention Rate	Adults	78	83.3
	Dislocated Workers	85.5	96.6
	Older Youth	66.7	66.7
	Younger Youth	62	65.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,465	2,746
	Dislocated Workers	92.4	94.1
	Older Youth (\$)	3,150	2,757
Credential / Diploma Rate	Adults	60	76.9
	Dislocated Workers	60	88.2
	Older Youth	43.5	61.1
	Younger Youth	55	48.8
Skill Attainment Rate	Younger Youth	73	86.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

WIA Annual Report Data

State Name: MI

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Michigan Works! The Job Force Board	Total Participants Served	Adults	484
		Dislocated Workers	371
		Older Youth	127
		Younger Youth	317
	Total Exiters	Adults	202
		Dislocated Workers	137
		Older Youth	57
		Younger Youth	134

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	96.9
	Employers	70	84.6
Entered Employment Rate	Adults	71.5	98.7
	Dislocated Workers	67.8	98.3
	Older Youth	73	93
Retention Rate	Adults	77.6	96.5
	Dislocated Workers	82.7	98.1
	Older Youth	79	92.6
	Younger Youth	63.8	89.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,177
	Dislocated Workers	80	91.9
	Older Youth (\$)	2,000	2,051
Credential / Diploma Rate	Adults	60	91.2
	Dislocated Workers	60	94.7
	Older Youth	50	56.5
	Younger Youth	55	86.1
Skill Attainment Rate	Younger Youth	73	93.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X